

COFFEEZA

► LATTISSO ◀

COFFEE MACHINE : ML100BLA

USER MANUAL & WARRANTY



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Read all instructions carefully before using this electrical appliance and keep these instructions for future reference.

IMPORTANT SAFEGUARDS

- Do not leave the appliance unattended during operation and unplug after each use (as there may be a risk of fire if an unattended appliance is left operating).
- Keep the appliance and its cord out of reach of children. This appliance can be used by children aged 8 years and above and by persons with reduced physical, sensory or mental capabilities, or whose experience or knowledge is not sufficient, provided they are supervised or have received instructions to use the appliance safely and understand the hazards involved.
- Cleaning and user maintenance shall not be made by children without supervision. Children shall not play with the appliance.
- This appliance is mainly intended for household or personal use.
- Do not use outdoors or for commercial purpose. Do not use the appliance for other than its intended use.
- Coffeeza accepts no responsibility and the warranty will not apply for any commercial use, inappropriate handling or use of the appliance, any damage resulting from use for other purposes, faulty operation, non-professionals repair or failure to comply with the instructions. Refer to "Warranty" section for more details.

ELECTRICAL SAFETY

- Make sure that the voltage of the appliance corresponds to that of the mains supply. Warning: This appliance must be earthed.
- Unplug the appliance from the main socket before cleaning and maintenance and let the appliance cool down.
- Do not operate this appliance with a damaged cord or plug. If the supply cord is damaged it must be replaced by Coffeeza or its service agent or similarly qualified persons to avoid all risks.
- Never touch the cord with wet hands.
- Never immerse the appliance or part of it in water or other liquid.
- Never put the appliance in a dishwasher. Only Capsule Container, Drip Tray and Water Tank are dishwasher safe. Put them in the top rack only at 40-degree cycle.
- In case of an emergency: immediately remove the plug from the power socket.
- Do not pull the cord over sharp edges, clamp it or allow it to hang down. Keep the cord away from heat and dampness.

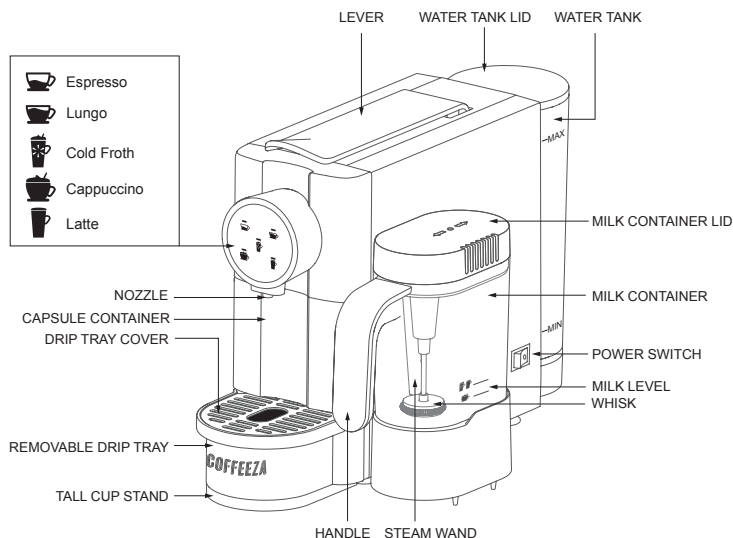
GENERAL SAFETY

- **Unplug the appliance from the main switch before refilling the water tank. Do not remove the water tank until unit is turned off.**
- Do not overfill the water tank.
- Never fill the water tank with hot or boiling water.
- Always fill the water tank with cold, fresh drinking water. Do not use milk or any other liquid.
- Always be sure to install the water tank securely back in the unit with its lid closed after filling the minimum level of water before turning the appliance on.
- Empty water tank if the appliance will not be used for an extended time.
- **The use of accessory attachments not recommended by Coffeeza as this may result in fire, electric shock or injury to persons.**
- Always place the appliance on a hard and even surface only. Do not place the appliance on a polished wood surface or other porous materials as it could damage the surface.
- Do not place the appliance on or beside hot surfaces such as, stoves, ovens, gas burners, open flames, or similar.
- Disconnect the appliance from the main switch when not in use for a long period.
- The environment temperature of operating or storing the appliance should be more than 0°C.

- Protect the appliance from direct sunlight, water splashes and humidity.
- **Do not remove the milk container during use (Risk of scalding).**
- Do not use latte or cappuccino functions without milk in the container.
- Do not place warm or hot milk in the milk container (risk of burns and scalding).
- Wash the milk container with warm soapy water. Do not submerge the machine.
- **If there is an internal water leakage, do not operate the coffee machine and unplug it at once to avoid electric hazard. Please note, condensation under the machine is normal.**
- Do not use the appliance without the drip tray and drip tray cover to avoid spilling any liquid on surrounding surfaces.
- **After each use empty the capsule container. Be very careful while taking out the capsule container and drip tray to avoid spillage on surfaces.**
- Do not use any strong cleaning agent or solvent cleaner. Use a damp cloth and mild cleaning agent to clean the surface of the appliance.
- Do not put fingers under coffee outlet (risk of burns and scalding).
- Do not put fingers into capsule compartment or the capsule shaft (Danger of injury!).
- Never use a damaged/deformed/non-compatible capsule as this could cause damage to the appliance. If a capsule gets blocked in the capsule compartment, turn the machine off and unplug it before any further operation. Contact customer service.
- Always completely close the lever and never lift it during operation. Scalding may occur. Lever will be warm after extraction.
- **We recommend that the appliance is plugged into a socket that has no other appliance connected to it. Failure to do this may cause an overload, trip a circuit breaker or blow a fuse.**

CAUTION

The safety precautions are part of the appliance. Read them carefully before using your new appliance for the first time. Keep them in a place where you can find and refer to them later on.



FIRST USE

Check that all accessories are complete and the unit is not damaged.



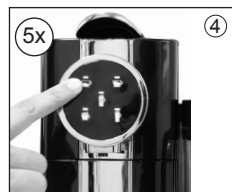
FILL WATER TANK AND SECURE INTO POSITION



TURN ON



PLACE A LARGE CUP



PRESS ESPRESSO BUTTON



ATTACH DRIP TRAY



READY TO USE

1. Fill water into water tank, make sure the lid is closed. Once filled secure back into its position.
2. Insert the plug, press the power switch to "I" position and then all the indicators start to flash, wait until the indicators light steadily.
3. Ensure that the drip tray is removed then place a container or large cup under the nozzle.
4. Once all the indicators stop flashing then press the Espresso button and wait for water to dispense from the nozzle. Repeat this process 5 times.
5. This will rinse the internals ready for your first drink. Position the drip tray back onto the machine.
6. The machine is now ready for use.

PREPARING ESPRESSO/ LUNGO



USE COFFEEZA CAPSULES



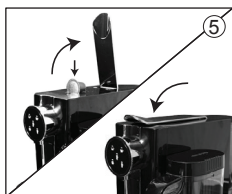
FILL WATER TANK AND SECURE INTO POSITION



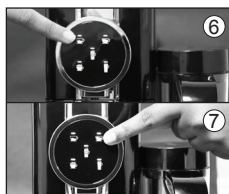
TURN ON



PLACE A CUP



LIFT LEVER & INSERT CAPSULE



PRESS ESPRESSO/LUNGO



COFFEE DISPENSES



READY TO DRINK

1. Use with Coffeeza capsules. Shop online at www.coffeeza.com
2. Fill the water tank with drinking water. The water level should not exceed MAX level marked on the tank.
3. Insert the plug, press the power switch to "I" position and then all the indicators start to flash, wait until the indicators light steadily.
4. Place a small cup on the Drip Tray.
5. Lift the lever fully and insert a capsule. Close the lever by pushing it down directly.
Follow steps '6' for Espresso and step '7' for Lungo
6. Once all the indicators stop flashing then press the Espresso button to dispense an Espresso. Then its corresponding indicator starts to flash till the coffee is dispensed.

7. Once all the indicators stop flashing then press the Lungo button to dispense a Lungo. Then its corresponding indicator starts to flash till the coffee is dispensed.
8. The indicators will illuminate when the coffee is dispensed completely. Your beverage is now ready to be consumed.
9. Ensure the Drip Tray is in place to collect any drips from the Nozzle. Lift the Lever fully, to empty the capsule into the capsule container. **We recommend to rinse and empty the Capsule container after every use.**

NOTE:

- Switch off and unplug when not in use.
- Do not leave capsule in machine after use.
- Empty Drip Tray and Capsule Container regularly.

NOTE: The appliance will enter into standby mode and all the indicators will go off if there is no operation within 4 minutes.

NOTE: Be very careful while taking out the capsule container and drip tray to avoid spillage on surfaces.

NOTE: During brewing process, you can cancel the coffee brewing process anytime by pressing your selected coffee button once.

PREPARING CAPPUCCINO



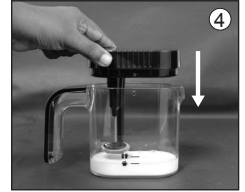
FILL WATER TANK AND SECURE INTO POSITION



TURN ON



REMOVE MILK CONTAINER



FILL MILK & REPLACE LID



PUSH MILK CONTAINER BACK



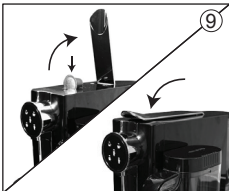
PRESS CAPPUCCINO



SWIRL & POUR



PLACE A CUP ON DRIP TRAY



LIFT LEVER & INSERT CAPSULE



PRESS ESPRESSO



READY TO DRINK

1. Fill the water tank with drinking water. The water level should not exceed MAX level marked on the tank.
2. Insert the plug, press the power switch to "I" position and then all the indicators start to flash, wait until the indicators light steadily.
3. Remove the milk container by following the arrow "←" marked on the milk container lid.
4. Fill the milk container with fresh cold milk upto the level marked by the following icon "☕" (milk temperature should be: 4-8°C).
5. Replace the lid & push the milk container back into position by following the arrow "→" marked. Ensure that the Cappuccino, Latte & Cold Froth buttons are illuminated as this indicates its fitted correctly.
6. Once all the indicators are illuminated, press "☕" the Cappuccino button and its indicator starts to flash for some time, and then the machine starts to froth milk which can take up to 2 mins. After frothing finishes, all the indicators light steadily.
7. Swirl and Pour: For a truly professional touch, try gently swirling the milk. Remove the Lid and pour immediately into a cup.
8. Place a cup on the Drip Tray.
9. Lift the lever fully and insert a capsule. Then close the lever.
10. Press the Espresso button. The indicators will illuminate when the coffee is dispensed completely.
11. Your Cappuccino is now ready to be consumed.

NOTE: Be very careful while taking out the capsule container and drip tray to avoid spillage on surfaces.



CAUTION

Never open the handle during brewing cycles.

PREPARING LATTE



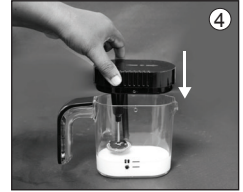
FILL WATER TANK AND SECURE INTO POSITION



TURN ON



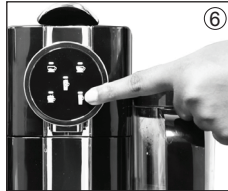
REMOVE MILK CONTAINER



FILL MILK & REPLACE LID



PUSH MILK CONTAINER BACK



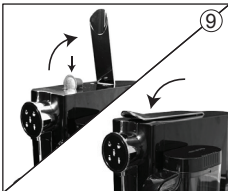
PRESS LATTE



SWIRL & POUR



PLACE A CUP ON DRIP TRAY



LIFT LEVER & INSERT CAPSULE



PRESS ESPRESSO



READY TO DRINK

- Fill the water tank with drinking water. The water level should not exceed MAX level marked on the tank.
- Insert the plug, press the power switch to "I" position and then all the indicators start to flash, wait until the indicators light steadily.
- Remove the milk container by following the arrow "←" marked on the milk container lid.
- Fill the milk container with fresh cold milk upto the level marked by the following icon "☕" (milk temperature should be: 4-8°C).
- Replace the lid & push the milk container back into position by following the arrow "→" marked. Ensure that the Cappuccino, Latte & Cold Froth buttons are illuminated as this indicates its fitted correctly.
- Once all the indicators are illuminated, press "☕" the Latte button and its indicator starts to flash for some time, and then the machine starts to froth milk which can take up to 2 mins. After frothing finishes, all the indicators light steadily.
- Swirl and Pour: For a truly professional touch, try gently swirling the milk. Remove the Lid and pour immediately into a cup.
- Place a cup on the Drip Tray.
- Lift the lever fully and insert a capsule. Then close the lever.
- Press the Espresso button. The indicators will illuminate when the coffee is dispensed completely.
- Your Latte is now ready to be consumed.

NOTE: Be very careful while taking out the capsule container and drip tray to avoid spillage on surfaces.



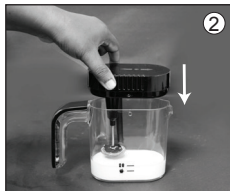
CAUTION

Never open the handle during brewing cycles.

PREPARING COLD FROTH



REMOVE MILK CONTAINER



FILL MILK & REPLACE LID



PUSH MILK CONTAINER



PRESS COLD FROTH



SWRIL & POUR



READY TO DRINK

1. Remove the milk container by following the arrow "←" marked on the milk container lid.
2. Fill the milk container with fresh cold milk upto the level marked by the following icon "C" (milk temperature should be: 4-8°C).
3. Replace the lid and push the milk container back into position by following the arrow "→" marked. Ensure that the Cappuccino, Latte & Cold Froth buttons are illuminated as this indicates its fitted correctly.
4. Once all the indicators are illuminated, press the "C" Cold Froth button and its indicator starts to flash for some time, and then the machine starts to froth milk which can take up to 2 mins. After frothing finishes the machine will automatically stop and all the indicators light steadily.
5. Remove the Lid and pour the frothed milk into a cup. Optional: you can add flavoured powders (chocolate powder), syrups or ice cream for a refreshing shake. (Do not put any flavourings into the milk container as it will damage the machine).
6. Your flavoured frothed milk is now ready to be consumed.

NOTE: Be very careful while taking out the capsule container and drip tray to avoid spillage on surfaces.

NOTE: Milk container must be rinsed after every use.

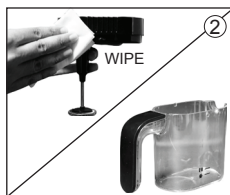
LOW TEMP PROTECTION: When environment temperature is lower than 5°C. LED of Latte button will blink in blue and LED of other button will extinguish. Once environment temperature rises and reaches above 5°C, appliance will resume to normal operation.

⚠ WARNING

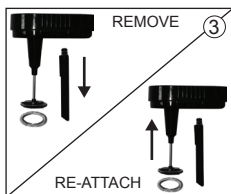
- Never fill the milk container beyond the level Marked by "C" or "M" icon as doing so can cause hot milk to spurt out during the steaming/frothing cycle.
- Always use milk taken directly from the fridge.
- Using warm milk may cause excess froth that can spill out of Milk Container Spout.
- Do not remove the Milk Container when frothing – Risk of scalding.
- Never leave the machine unattended when frothing.
- If the milk froth rises to the top of Milk Container, repress the corresponding button to stop the cycle.
- Never froth milk without the Capsule Container located. Water is purged into the Capsule Container between frothing and dispensing coffee. We recommend that you empty Capsule Container every 3 brewing cycle.
- Do not leave milk in the Milk Container. Rinse and clean immediately.



EMPTY CAPSULE
CONTAINER & DRIP TRAY



RINSE MILK CONTAINER



DISASSEMBLE & CLEAN



WIPE DOWN & STORE

1. Remove the Capsule Container and Drip Tray and rinse it. Dispose the capsules in the bin. Also empty the water tank and rinse it well.
2. Empty the Milk Container and clean with warm soapy water and rinse. Use a damp cloth to gently wipe the container Lid.
3. Remove the Steam wand from the Milk Container Lid and pull the metal coil off the Whisk. Rinse the Steam Wand to remove the residues and clean the Whisk components fully. Re-attach the metal coil onto the whisk.
4. Wipe the machine and nozzle with a damp cloth.

NOTE: Only Capsule Container, Drip Tray and Water tank are dishwasher safe. Put them in the top rack only at 40-degree cycle.

HOW TO DESCALE



WATER TANK &
SOLUTION



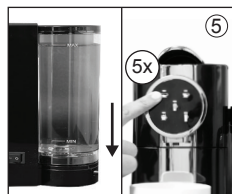
TURN ON



PLACE A LARGE CUP



PRESS ESPRESSO OR
LUNGO



RINSE WATER TANK






READY TO USE

To keep your coffee machine operating efficiently, **we recommend descaling once every 6 months** to prevent mineral deposits left by the water in the machine.

1. Fill the water tank with water and descaling solution to the MAX level. Make sure the ratio is 4:1, also refer to instructions on the descaler. Please use "household descaler".
2. Press the power switch to "I" position and all the indicators start to flash, wait until the indicators light steadily.
3. Make sure the lever is closed. Position a container on the Tall Cup Stand.
4. Press the Lungo or Espresso coffee button and allow the liquid to flow. Repeat this process until all the water is used up.
5. Rinse the water tank well and fill with clean water. Repeat the Lungo or Espresso cycles 3-5 times to rinse.
6. The machine is now ready for use.

⚠ CAUTION

The descaling solution can be harmful. Avoid contact with eyes, skin and other surfaces.

PROBLEM	CAUSE OF PROBLEM	SOLUTION
My Coffee Machine is leaking	<ul style="list-style-type: none"> • There could be water beneath the coffee machine. This is safe and does not mean the machine is leaking. • There could be water in Drip tray and Capsule container. 	<ul style="list-style-type: none"> • Ensure that water tank has been inserted correctly. When refilling with water, always switch off the coffee machine and only then remove and refill the water tank. Otherwise, water could leak from the appliance. • Ensure that the drip tray and capsule container does not contain water. If you still feel the coffee machine is leaking, stop, switch off and unplug and contact Coffeeza on 1-800-123-5171.
Indicator lights don't turn on	Plug & Socket.	Check that the plug has been inserted correctly into the socket and the power button has been pressed.
The lights are on, but no coffee comes out	The Capsule inserted may be faulty.	Wait for few seconds, then try again with a new capsule.
The Machine makes a strange noise	The water tank is empty.	Check that there is water in the tank.
Pump stops running during a dispense	<ul style="list-style-type: none"> • The water tank is empty. • Internal pipes may be blocked. 	<ul style="list-style-type: none"> • Fill up the water tank & dispense just water. • Descale regularly. Refer to page no.8
Milk is not frothing up	<ul style="list-style-type: none"> • The Milk may not be suitable for frothing. • The whisk may not be positioned correctly. • The steam wand may be blocked. 	<ul style="list-style-type: none"> • For optimal performance, use fresh, cold, semi-skimmed milk. • Check the whisk coil is fitted properly on the whisk cylinder. Slide the whisk all the way down away from the lid. • Rinse the milk container lid thoroughly and descale regularly.
The Milk spurts over during the Cappuccino /Latte function	<ul style="list-style-type: none"> • Not Enough Milk. • Milk is too warm. 	<ul style="list-style-type: none"> • Ensure you fill the Milk upto the level marked by the following icon “” “” “”. • Use cold milk from the fridge.
Capsule container fills with water	After using any of the Milk functions, water is dumped into the Capsule Container to cool the heating unit.	This is normal operation and not a cause for concern. Coffeeza recommends emptying the Capsule Container every 3 drinks when using the milk function to avoid overspill.
I can hear whistling / steaming sound after the cappuccino/ latte function is complete.	Machine's is cooling down the heating unit by purging cold water through it.	This is normal operation and not a cause for concerns.

It has been our endeavour to make this appliance of excellent quality and construction. However, if any defects in materials or workmanship do appear during the relevant Warranty period, we will, at our discretion, either repair or replace the defective parts, free of charge, subject to the terms and conditions of our Warranty shown below.

1. This Warranty covers both parts and labour. Carriage is not included.
2. Your Warranty period is 1 year from the date of purchase.
3. This Warranty provides benefits which are additional to, and do not affect, your statutory rights. This Warranty does not cover the cost of returning the product to Coffeeza Service Centre. It does not cover liability in respect of replacement of plugs, cables or fuses and does not cover defects due to:
 - Failure to use or maintain product in accordance with Coffeeza's User Manual/Instructions.
 - The product being connected to an unsuitable electricity supply.
 - Accidental damage to or abuse or misuse of the product.
 - Product modification except by Coffeeza.
 - Dismantling of or interference with the product.
 - Theft or attempted theft of the product.
 - The use of incompatible coffee capsules.
 - The use of any other liquid (besides water) in the water tank.
 - The use of any other liquid (besides milk) in the milk container.
 - Commercial use of the product.
4. Before returning any product under this Warranty, please check that:
 - You have followed the product instructions correctly.
 - Your mains electricity supply is functional.
 - The defect is not due to a blown fuse.
5. If you wish to claim under this Warranty you should contact Coffeeza Service Centre for technical support. In case they deem that the product cannot be remotely repaired, please follow the steps hereunder:
 - Send the product, postage or carriage paid, to Coffeeza directly.
 - Ensure that the product is clean and packed carefully (preferably in its original carton).
 - Purchase receipt must be included in the return.
 - Give exact details of the nature of the defect.
6. This Warranty does not cover any other claims whatsoever, including, without limitation, any liability for incidental, indirect or consequential damage, nor does it cover any claims for conversion or modification or for the costs of repair carried out by any third party without the prior consent of Coffeeza. If replacement parts are fitted to the product this will not extend the period of Warranty.
7. For further advice contact the Coffeeza customer helpline on 1800-123-5171 (09:00 to 17:00 Monday to Friday).
8. Alternatively, email at info@craviumfoods.com or visit coffeeza.com

Coffeeza reserves the right, at any time, to modify the present warranty Terms & Conditions.

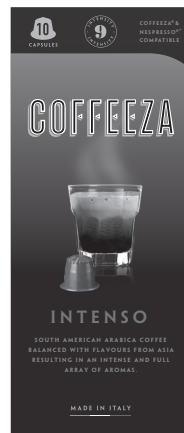
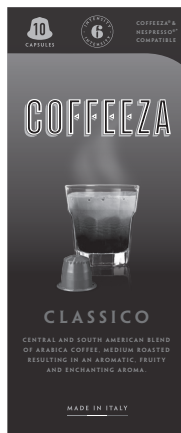


SHOP COFFEE CAPSULES & ACCESSORIES AT
www.coffeeza.com



DON'T FORGET TO REGISTER YOUR PRODUCT TO CLAIM WARRANTY

www.coffeeza.com



Please remember to respect the local regulations: hand in the non-working electrical equipments to an appropriate waste disposal center.

CRIVIUM FOODS LLP
 S1-4, Belmont, NH-4A
 Ribandar Bypass Road,
 Ribandar, Goa (India)- 403 006
 Toll Free: 1-800-123-5171
 Email: info@craviumfoods.com

COFFEEZA



**Nespresso Compatible Coffee capsules and Espresso coffee machines
in India now!**

WARRANTY POLICY

COFFEEZA WARRANTY POLICY – MACHINES

1. Your coffee machine comes with a complementary 1 Year Limited Repair Warranty from the date of purchase. ('Limited' meaning that only the 1st repair service is complementary. Future repairs will be chargeable.)
2. This Warranty covers internal parts, labour, and shipping.
3. External spare parts are not covered under warranty and are chargeable.
4. This Warranty includes complimentary email and phone technical support for its entire period of duration.
5. To contact Coffeeza Technical Support team, please call 1800-123-5171 or email info@coffeeza.com. Our timings are 09:30 to 17:30 Monday to Friday (excluding holidays).




Inapplicability or invalidity of warranty

Please note that your warranty becomes inapplicable or invalid under these circumstances:

- Failure to use or maintain the product in accordance with Coffeeza's User Manual and instructions.
- The product being connected to an unsuitable electricity supply.
- Accidental damage to or abuse or misuse of the product.
- Product modification except by Coffeeza.
- Dismantling of or interference with the product.
- Theft or attempted theft of the product.
- The use of incompatible coffee capsules
- The use of any other liquid (besides water) in the water tank
- The use of any other liquid (besides milk) in the milk container
- Commercial usage of the product
- Expiry of the warranty period of your machine.
- Serial number of the product scrawled or has been altered
- All damages, including but not restricted to damage caused by lightning, unusual voltage, catastrophic events or water can contribute to invalidate the warranty.
- Warranty does not apply to consumable products such as capsules, unless there's a defect in packaging and / or workmanship. In such cases it is advised to notify the customer support team immediately.
- It does not cover liability in respect of or replacement of plugs, cables or fuses.
- This Warranty does not cover any other claims whatsoever, including, without limitation, any liability for incidental, indirect or consequential damage, nor does it cover any claims for conversion or modification or for the costs of repair carried out by any third party without the prior consent of Coffeeza. If replacement parts are fitted to the product this will not extend the period of Warranty.

****Coffeeza reserves the right, at any time, to modify the present warranty policy according to the Terms & Conditions.***

MACHINE SERVICE AND SUPPORT

PROBLEM	CAUSE OF PROBLEM	SOLUTION
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The lights are on, but no coffee comes out	The Capsule inserted may be faulty.	Wait for few seconds, then try again with a new capsule.
The Machine makes a strange noise	The water tank is empty.	Check that there is water in the tank.
Pump stops running during a dispense	<ul style="list-style-type: none">The water tank is empty.Internal pipes may be blocked.	<ul style="list-style-type: none">Fill up the water tank & dispense just water.Descale regularly. Refer to page no.8
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The Milk spurts over during the Cappuccino /Latte function	<ul style="list-style-type: none">Not Enough Milk.Milk is too warm.	<ul style="list-style-type: none">Ensure you fill the Milk upto the level marked by the following icon “” “” “”.Use cold milk from the fridge.
Capsule container fills with water	After using any of the Milk functions, water is dumped into the Capsule Container to cool the heating unit.	This is normal operation and not a cause for concern. Coffeeza recommends emptying the Capsule Container every 3 drinks when using the milk function to avoid overspill.
I can hear whistling / steaming sound after the cappuccino/ latte function is complete.	Machine's is cooling down the heating unit by purging cold water through it.	This is normal operation and not a cause for concerns.

SPECIFICATIONS



WEIGHT
4 Kilogram



DIMENSION (LXWXH)
L 370mm*W 180mm*H 250 mm



WARRANTY
1 year Limited Repair Warranty



REMOVABLE WATER TANK
0.65 litre



PRESSURE
19 bar



USED CAPSULES CONTAINER CAPACITY
10

Is your machine not working or you are experiencing problems with the machine?

You can do the following things:

1. REFER TO TROUBLE SHOOTING GUIDE OR

2. CALL CUSTOMER SUPPORT

(MON-FRI 9:30 AM TO 5:30 PM)

TOLL FREE NO: 1800-123-5171 OR

3. EMAIL AT info@coffeeza.com

*within warranty period, subject to terms & conditions

IF YOU CALL CUSTOMER SERVICE:



Pls keep Invoice No. & Serial No. of the machine ready to register your complaint.



Coffeeza will pick up your machine from your address. Pls securely pack the item (preferably in original packing). Include a note with the complaint ID.



After resolving the issue, the machine will be shipped back to you.

For more details about what is covered under warranty, please refer to our 'Warranty Policy' page.

CANCELLATION & REFUND

Our policy lasts 14 days. If 14 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging. To complete your return, we require a receipt or proof of purchase.

Gift cards or other digital products are non-returnable.

Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 14 days from receipt of returned item.

Late or missing refunds

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at info@coffeeza.com.

Sale items

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Exchanges

We only replace items if they are defective or damaged. Please contact our customer support team by calling us at 1-800-123-5171 or by sending an email to info@coffeeza.com **within 7 days of receipt of the item**. There are no exchanges available on sale items, gift cards or other digital products.

Furthermore, there are no exchanges available in case of any accidental damages.

Gifts

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and he will find out about your return.

Shipping

To return your product, you should ship your product to: **Cravium Foods LLP, S1-4, Belmont, NH-4A Ribandar Bypass Road, Ribandar, Goa, 403006, India**. When returning an item, you should consider using a trackable courier service and purchasing shipping insurance. We cannot guarantee that we will receive your returned item.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable.

In case the item was found to be defective or damaged, then we will have it collected at our cost.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

Cancellation Policy

To cancel an order, please contact us immediately after placing the order. Orders once shipped, cannot be cancelled.

PRIVACY POLICY

This Privacy Policy describes how your personal information is collected, used, and shared when you visit or make a purchase from www.coffeeza.com (the “Site”).

PERSONAL INFORMATION WE COLLECT

When you visit the Site, we automatically collect certain information about your device, including information about your web browser, IP address, time zone, and some of the cookies that are installed on your device. Additionally, as you browse the Site, we collect information about the individual web pages or products that you view, what websites or search terms referred you to the Site, and information about how you interact with the Site. We refer to this automatically-collected information as “Device Information.”

We collect Device Information using the following technologies:

- “Cookies” are data files that are placed on your device or computer and often include an anonymous unique identifier. For more information about cookies, and how to disable cookies, visit <http://www.allaboutcookies.org>.
- “Log files” track actions occurring on the Site, and collect data including your IP address, browser type, Internet service provider, referring/exit pages, and date/time stamps.
- “Web beacons,” “tags,” and “pixels” are electronic files used to record information about how you browse the Site.

Additionally when you make a purchase or attempt to make a purchase through the Site, we collect certain information from you, including your name, billing address, shipping address, payment information (including debit or credit card numbers, net banking, mobile wallets and other payment methods’ details), email address, and phone number. We refer to this information as “Order Information.”

When we talk about “Personal Information” in this Privacy Policy, we are talking both about Device Information and Order Information.

HOW DO WE USE YOUR PERSONAL INFORMATION?

We use the Order Information that we collect generally to fulfil any orders placed through the Site (including processing your payment information, arranging for shipping, and providing you with invoices and/or order confirmations). Additionally, we use this Order Information to:

Communicate with you;

Screen our orders for potential risk or fraud;

When in line with the preferences you have shared with us, provide you with information or advertising relating to our products or services; and

Keep you updated regarding new product launches, promotions, events, news and media coverage, through newsletters, email campaigns and other forms of marketing and communication.

We use the Device Information that we collect to help us screen for potential risk and fraud (in particular, your IP address), and more generally to improve and optimize our Site (for example, by generating analytics about how our customers browse and interact with the Site, and to assess the success of our marketing and

advertising campaigns).

SHARING YOUR PERSONAL INFORMATION

We share your Personal Information with third parties to help us use your Personal Information, as described above. We also use Google Analytics to help us understand how our customers use the Site—you can read more about how Google uses your Personal Information

here: <https://www.google.com/intl/en/policies/privacy/>. You can also opt-out of Google Analytics here: <https://tools.google.com/dlpage/gaoptout>.

Finally, we may also share your Personal Information to comply with applicable laws and regulations, to respond to a subpoena, search warrant or other lawful request for information we receive, or to otherwise protect our rights.

BEHAVIOURAL ADVERTISING

As described above, we use your Personal Information to provide you with targeted advertisements or marketing communications we believe may be of interest to you. For more information about how targeted advertising works, you can visit the Network Advertising Initiative's ("NAI") educational page at <http://www.networkadvertising.org/understanding-online-advertising/how-does-it-work>.

You can opt out of targeted advertising by:

- Updating your Notification Preferences from your "My Account" section on our website
- Clicking the "Unsubscribe" link in any communication sent via email
- Dropping us an email at info@coffeeza.com

Additionally, you can opt out of some of these services by visiting the Digital Advertising Alliance's opt-out portal at: <http://optout.aboutads.info/>.

DO NOT TRACK

Please note that we do not alter our Site's data collection and use practices when we see a Do Not Track signal from your browser.

DATA RETENTION

When you place an order through the Site, we will maintain your Order Information for our records unless and until you ask us to delete this information.

CHANGES

We may update this privacy policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal or regulatory reasons.

CONTACT US

For more information about our privacy practices, if you have questions, or if you would like to make a

complaint, please contact us by e-mail at info@coffeeza.com or by mail using the details provided below:

Cravium Foods LLP, S1-4, Belmont, NH-4A Ribandar Bypass Road, Ribandar, Goa, 403006, India

TERMS OF USE

OVERVIEW

This website is operated by Cravium Foods LLP. Throughout the site, the terms “we”, “us” and “our” refer to Cravium Foods LLP. Cravium Foods LLP offers this website, including all information, tools and services available from this site to you, the user, conditioned upon your acceptance of all terms, conditions, policies and notices stated here. By visiting our site and/ or purchasing something from us, you engage in our “Service” and agree to be bound by the following terms and conditions (“Terms of Service”, “Terms”), including those additional terms and conditions and policies referenced herein and/or available by hyperlink. These Terms of Service apply to all users of the site, including without limitation users who are browsers, vendors, customers, merchants, and/ or contributors of content.

Please read these Terms of Service carefully before accessing or using our website. By accessing or using any part of the site, you agree to be bound by these Terms of Service. If you do not agree to all the terms and conditions of this agreement, then you may not access the website or use any services. If these Terms of Service are considered an offer, acceptance is expressly limited to these Terms of Service.

Any new features or tools which are added to the current store shall also be subject to the Terms of Service. You can review the most current version of the Terms of Service at any time on this page. We reserve the right to update, change or replace any part of these Terms of Service by posting updates and/or changes to our website. It is your responsibility to check this page periodically for changes. Your continued use of or access to the website following the posting of any changes constitutes acceptance of those changes.

SECTION 1 – ONLINE STORE TERMS

By agreeing to these Terms of Service, you represent that you are at least 18 years of age and you have given us your consent to allow any of your minor dependents to use this site.

You may not use our products for any illegal or unauthorized purpose nor may you, in the use of the Service, violate any laws in your jurisdiction (including but not limited to copyright laws). You must not transmit any worms or viruses or any code of a destructive nature.

A breach or violation of any of the Terms will result in an immediate termination of your Services.

SECTION 2 – GENERAL CONDITIONS

We reserve the right to refuse service to anyone for any reason at any time.

You understand that your content (not including debit or credit card information or other payment method information), may be transferred unencrypted and involve (a) transmissions over various networks; and (b) changes to conform and adapt to technical requirements of connecting networks or devices. Debit or credit card information and other payment method information are always encrypted during transfer over networks.

You agree not to reproduce, duplicate, copy, sell, resell or exploit any portion of the Service, use of the Service, or access to the Service or any contact on the website through which the service is provided, without express written permission by us.

The headings used in this agreement are included for convenience only and will not limit or otherwise affect these Terms.

SECTION 3 – ACCURACY, COMPLETENESS AND TIMELINESS OF INFORMATION

We are not responsible if information made available on this site is not accurate, complete or current. The material on this site is provided for general information only and should not be relied upon or used as the sole basis for making decisions without consulting primary, more accurate, more complete or more timely sources of information. Any reliance on the material on this site is at your own risk.

This site may contain certain historical information. Historical information, necessarily, is not current and is provided for your reference only. We reserve the right to modify the contents of this site at any time, but we have no obligation to update any information on our site. You agree that it is your responsibility to monitor changes to our site.

SECTION 4 – MODIFICATIONS TO THE SERVICE AND PRICES

Prices for our products are subject to change without notice.

We reserve the right at any time to modify or discontinue the Service (or any part or content thereof) without notice at any time.

We shall not be liable to you or to any third-party for any modification, price change, suspension or discontinuance of the Service.

SECTION 5 – PRODUCTS OR SERVICES

Certain products or services may be available exclusively online through the website. These products or services may have limited quantities and are subject to return or exchange only according to our Return Policy.

We have made every effort to display as accurately as possible the colors and images of our products that appear at the store. We cannot guarantee that your computer monitor's display of any color will be accurate.

We reserve the right, but are not obligated, to limit the sales of our products or Services to any person, geographic region or jurisdiction. We may exercise this right on a case-by-case basis. We reserve the right to limit the quantities of any products or services that we offer. All descriptions of products or product pricing are subject to change at anytime without notice, at the sole discretion of us. We reserve the right to discontinue any product at any time. Any offer for any product or service made on this site is void where prohibited.

We do not warrant that the quality of any products, services, information, or other material purchased or obtained by you will meet your expectations, or that any errors in the Service will be corrected.

SECTION 6 – ACCURACY OF BILLING AND ACCOUNT INFORMATION

We reserve the right to refuse any order you place with us. We may, in our sole discretion, limit or cancel quantities purchased per person, per household or per order. These restrictions may include orders placed by or under the same customer account, the same credit card, and/or orders that use the same billing and/or shipping address. In the event that we make a change to or cancel an order, we may attempt to notify you by contacting through e-mail and/or billing address/phone number provided at the time the order was made. We reserve the right to limit or prohibit orders that, in our sole judgment, appear to be placed by dealers, resellers or distributors.

You agree to provide current, complete and accurate purchase and account information for all purchases made at our store. You agree to promptly update your account and other information, including your email address and credit card numbers and expiration dates, so that we can complete your transactions and contact you as needed.

For more detail, please review our Returns Policy.

SECTION 7 – OPTIONAL TOOLS

We may provide you with access to third-party tools over which we neither monitor nor have any control nor input.

You acknowledge and agree that we provide access to such tools "as is" and "as available" without any warranties, representations or conditions of any kind and without any endorsement. We shall have no liability whatsoever arising from or relating to your use of optional third-party tools.

Any use by you of optional tools offered through the site is entirely at your own risk and discretion and you should ensure that you are familiar with and approve of the terms on which tools are provided by the relevant third-party provider(s).

We may also, in the future, offer new services and/or features through the website (including, the release of new tools and resources). Such new features and/or services shall also be subject to these Terms of Service.

SECTION 8 – THIRD-PARTY LINKS

Certain content, products and services available via our Service may include materials from third-parties.

Third-party links on this site may direct you to third-party websites that are not affiliated with us. We are not responsible for examining or evaluating the content or accuracy and we do not warrant and will not have any liability or responsibility for any third-party materials or websites, or for any other materials, products, or services of third-parties.

We are not liable for any harm or damages related to the purchase or use of goods, services, resources, content, or any other transactions made in connection with any third-party websites. Please review carefully the third-party's policies and practices and make sure you understand them before you engage in any transaction. Complaints, claims, concerns, or questions regarding third-party products should be directed to the third-party.

SECTION 9 – USER COMMENTS, FEEDBACK AND OTHER SUBMISSIONS

If, at our request, you send certain specific submissions (for example contest entries) or without a request from us you send creative ideas, suggestions, proposals, plans, or other materials, whether online, by email, by postal mail, or otherwise (collectively, 'comments'), you agree that we may, at any time, without restriction, edit, copy, publish, distribute, translate and otherwise use in any medium any comments that you forward to us. We are and shall be under no obligation (1) to maintain any comments in confidence; (2) to pay compensation for any comments; or (3) to respond to any comments.

We may, but have no obligation to, monitor, edit or remove content that we determine in our sole discretion are unlawful, offensive, threatening, libelous, defamatory, pornographic, obscene or otherwise objectionable or violates any party's intellectual property or these Terms of Service.

You agree that your comments will not violate any right of any third-party, including copyright, trademark, privacy, personality or other personal or proprietary right. You further agree that your comments will not contain libelous or otherwise unlawful, abusive or obscene material, or contain any computer virus or other malware that could in any way affect the operation of the Service or any related website. You may not use a false e-mail address, pretend to be someone other than yourself, or otherwise mislead us or third-parties as to the origin of any comments. You are solely responsible for any comments you make and their accuracy. We take no responsibility and assume no liability for any comments posted by you or any third-party.

SECTION 10 – PERSONAL INFORMATION

Your submission of personal information through the store is governed by our Privacy Policy. Please refer to our Privacy Policy page.

SECTION 11 – ERRORS, INACCURACIES AND OMISSIONS

Occasionally there may be information on our site or in the Service that contains typographical errors, inaccuracies or omissions that may relate to product descriptions, pricing, promotions, offers, product shipping charges, transit times and availability. We reserve the right to correct any errors, inaccuracies or omissions, and to change or update information or cancel orders if any information in the Service or on any related website is inaccurate at any time without prior notice (including after you have submitted your order).

We undertake no obligation to update, amend or clarify information in the Service or on any related website, including without limitation, pricing information, except as required by law. No specified update or refresh date applied in the Service or on any related website, should be taken to indicate that all information in the Service or on any related website has been modified or updated.

SECTION 12 – PROHIBITED USES

In addition to other prohibitions as set forth in the Terms of Service, you are prohibited from using the site or its content: (a) for any unlawful purpose; (b) to solicit others to perform or participate in any unlawful acts; (c) to violate any international, federal, provincial or state regulations, rules, laws, or local ordinances; (d) to infringe upon or violate our intellectual property rights or the intellectual property rights of others; (e) to harass, abuse, insult, harm, defame, slander, disparage, intimidate, or discriminate based on gender, sexual orientation, religion, ethnicity, race, age, national origin, or disability; (f) to submit false or misleading information; (g) to upload or transmit viruses or any other type of malicious code that will or may be used in any way that will affect the functionality or operation of the Service or of any related website, other websites,

or the Internet; (h) to collect or track the personal information of others; (i) to spam, phish, pharm, pretext, spider, crawl, or scrape; (j) for any obscene or immoral purpose; or (k) to interfere with or circumvent the security features of the Service or any related website, other websites, or the Internet. We reserve the right to terminate your use of the Service or any related website for violating any of the prohibited uses.

SECTION 13 – DISCLAIMER OF WARRANTIES; LIMITATION OF LIABILITY

We do not guarantee, represent or warrant that your use of our service will be uninterrupted, timely, secure or error-free.

We do not warrant that the results that may be obtained from the use of the service will be accurate or reliable.

You agree that from time to time we may remove the service for indefinite periods of time or cancel the service at any time, without notice to you.

You expressly agree that your use of, or inability to use, the service is at your sole risk. The service and all products and services delivered to you through the service are (except as expressly stated by us) provided 'as is' and 'as available' for your use, without any representation, warranties or conditions of any kind, either express or implied, including all implied warranties or conditions of merchantability, merchantable quality, fitness for a particular purpose, durability, title, and non-infringement.

In no case shall Cravium Foods LLP, our directors, partners, officers, employees, affiliates, agents, contractors, interns, suppliers, service providers or licensors be liable for any injury, loss, claim, or any direct, indirect, incidental, punitive, special, or consequential damages of any kind, including, without limitation lost profits, lost revenue, lost savings, loss of data, replacement costs, or any similar damages, whether based in contract, tort (including negligence), strict liability or otherwise, arising from your use of any of the service or any products procured using the service, or for any other claim related in any way to your use of the service or any product, including, but not limited to, any errors or omissions in any content, or any loss or damage of any kind incurred as a result of the use of the service or any content (or product) posted, transmitted, or otherwise made available via the service, even if advised of their possibility. In case any state or jurisdiction does not allow the exclusion or the limitation of liability for consequential or incidental damages, in such states or jurisdictions, our liability shall be limited to the maximum extent permitted by law.

SECTION 14 – INDEMNIFICATION

You agree to indemnify, defend and hold harmless Cravium Foods LLP and our parent, subsidiaries, affiliates, partners, officers, directors, agents, contractors, licensors, service providers, subcontractors, suppliers, interns and employees, harmless from any claim or demand, including reasonable attorneys' fees, made by any third-party due to or arising out of your breach of these Terms of Service or the documents they incorporate by reference, or your violation of any law or the rights of a third-party.

SECTION 15 – SEVERABILITY

In the event that any provision of these Terms of Service is determined to be unlawful, void or unenforceable, such provision shall nonetheless be enforceable to the fullest extent permitted by applicable law, and the unenforceable portion shall be deemed to be severed from these Terms of Service, such

determination shall not affect the validity and enforceability of any other remaining provisions.

SECTION 16 – TERMINATION

The obligations and liabilities of the parties incurred prior to the termination date shall survive the termination of this agreement for all purposes.

These Terms of Service are effective unless and until terminated by either you or us. You may terminate these Terms of Service at any time by notifying us that you no longer wish to use our Services, or when you cease using our site.

If in our sole judgment you fail, or we suspect that you have failed, to comply with any term or provision of these Terms of Service, we also may terminate this agreement at any time without notice and you will remain liable for all amounts due up to and including the date of termination; and/or accordingly may deny you access to our Services (or any part thereof).

SECTION 17 – ENTIRE AGREEMENT

The failure of us to exercise or enforce any right or provision of these Terms of Service shall not constitute a waiver of such right or provision.

These Terms of Service and any policies or operating rules posted by us on this site or in respect to The Service constitutes the entire agreement and understanding between you and us and govern your use of the Service, superseding any prior or contemporaneous agreements, communications and proposals, whether oral or written, between you and us (including, but not limited to, any prior versions of the Terms of Service).

Any ambiguities in the interpretation of these Terms of Service shall not be construed against the drafting party.

SECTION 18 – GOVERNING LAW

These Terms of Service and any separate agreements whereby we provide you Services shall be governed by and construed in accordance with the laws of New Delhi, Delhi, India.

SECTION 19 – CHANGES TO TERMS OF SERVICE

You can review the most current version of the Terms of Service at any time at this page.

We reserve the right, at our sole discretion, to update, change or replace any part of these Terms of Service by posting updates and changes to our website. It is your responsibility to check our website periodically for changes. Your continued use of or access to our website or the Service following the posting of any changes to these Terms of Service constitutes acceptance of those changes.

SECTION 20 – CONTACT INFORMATION

Questions about the Terms of Service should be sent to us at info@coffeeza.com.

PRODUCT PORTFOLIO

Intenso Coffee Capsules



South American Arabica Coffee balanced with flavours from Asia resulting in an intense and full array of aromas.

Our Intenso blend is crafted to deliver a rich, full and long-lasting taste with notes of chocolate scents and an after-taste of spices and dried fruit.

Classico Coffee Capsules



Central and South American blend of Arabica coffee, medium roasted resulting in an aromatic, fruity and delightful aroma.

Our Classico blend is crafted to deliver a fruity, enchanting and aromatic flavour with an after-taste of dried nuts and unsweetened cocoa.

Lattisso Espresso Coffee Machine



The Lattisso Machine enables you to indulge yourself with barista style beverages in an instant at a touch of a button. This machine offers an exceptional convenience and consistency each time you prepare a cup of coffee.

Use Coffeeza Capsules to prepare an Espresso, Lungo, Cappuccino, Macchiato or a Creamy Latte at the touch of a button.

It's modern gloss black finish with a stylish chrome trim Inspired by Italian design complements any kitchen or small office perfectly.

The Lattisso Machine heats up in just 45 seconds and turns off after 4 minutes of inactivity to reduce energy consumption. The machine has an in-built Flo-meter and uses 19 bars of pressurized steam to brew the perfect cup of Italian coffee in just 30 seconds. The removable drip tray and grid prevents messes and makes cleaning an easy process. Descaling regularly ensures the proper functioning of the machine.



Top features:

- **Easy Preparation of Espresso, Cappuccino, Latte at the touch of a button**
- **Consistent tasting coffee cup after cup**
- **Modern, Sleek and Stylish Design**
- **Auto Off after 4 mins**
- **5 Settings: Espresso, Lungo, Cappuccino, Latte, Cold Froth**
- **Dishwasher safe parts**

Coffee Capsule Holder Glass Bowl (450 ML)



This Modern Glass Bowl is designed to store all coffee capsules in the perfect way. With its compact and transparent design, it matches any kitchen décor giving it an extra level of sophistication. For convenience, place it right next to your Coffeeza machine. You can effortlessly organize and grab your favourite coffee flavour at any time of the day.

Capsule Holder Capacity: Upto 30 Coffeeza Capsules

Mug Set of 4 (Porcelain) – 300 MI



Set of 4 tall mugs in white porcelain with a sophisticated design.

This fine set of porcelain tall mugs makes a wonderful addition to your home or office.

Elegant and simple yet ideal for coffee every day. Feel the warmth of the coffee by sliding in your hand on the handle of the mug to get an extraordinary experience of drinking your favourite cup of coffee.

Tall mug capacity: 320ml

Material: High quality porcelain

Microwave & Dishwasher Safe

Heat & resistant product

Package Contains: Set of 4

Espresso Cup & Saucer Set of 4 (Porcelain) – 90 ML



Set of 4 Espresso cups and 4 saucers in porcelain with an elegant white finish.

Designed to bring out the intensity and aromas of our coffee, enjoy your favourite Coffeeza coffee in the contemporary PORCELAIN Collection Espresso Cups inspired by Italian designs. Perfect in your hand and perfect way to indulge yourself every day.

Espresso cup capacity: 90ml

Material: High-quality porcelain

Microwave & Dishwasher Safe

Heat & resistant product

Package Contains: Set of 4

Cappuccino Cup & Saucer Set of 4 (Porcelain) – 230 MI



Set of 4 Cappuccino cups and 4 saucers in white porcelain, are ideal for everyday use with stylish curves and subtle designs. The thickness of the cups depends on the cup to cup size to maintain a perfect temperature. Lend your cappuccinos a professional touch with this cup and saucer set by your side.

Cappuccino cup capacity: 230ml

Material: High quality porcelain

Microwave & Dishwasher Safe

Heat & resistant product

Package Contains: Set of 4

Mug Set of 4 (Glass) – 320 MI



Set of 4 Tall Mugs with a simple and classic design.

Enjoy a cup of freshly brewed coffee and enhance your tasting moments with these stylish tall mugs made of glass. Clear glass makes these mugs perfect for Creamy Latte, Americano, Frappuccino.

Tall mug capacity: 320ml

Material: Clear & durable glassware

Microwave & Dishwasher Safe

Heat & scratch resistant product

Package Contains: Set of 4

Cappuccino Cup & Saucer Set of 4 (Glass) – 245 MI



Set of 4 Cappuccino cups and 4 saucers with a glossy finish.

The very graceful cappuccino cup with saucer is one enamouring pick for the times you wish to enjoy a barista style coffee at home. Dishwasher safe and exquisitely elegant, this set is a must-have for every coffee enthusiast.

Cappuccino cup capacity: 245ml

Material: Clear & durable glassware

Microwave & Dishwasher Safe

Heat & scratch resistant product

Package Contains: Set of 4

Espresso Cup & Saucer Set of 4 (Glass) – 70 MI



Set of 4 Espresso cups and 4 saucers in glass with a glossy finish.

Experience the dense coffee crema forming in the stunning glass cup. Enjoy a taste of heaven as you sip that fine espresso from the glass cup.

Espresso cup capacity: 70ml

Material: Clear & durable glassware

Microwave & Dishwasher Safe

Heat & scratch resistant product

Package Contains: Set of 4